Created 21/09/2021

Review date 21/09/2022

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Parent Behaviour Policy

# Introduction

At Wakoos, we value the positive relationships forged with parents and visitors to the setting. We encourage close links with parents and the community and believe that the children benefit when the relationship between home and nursery is a positive one. We also strive to make our setting a place whereas adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication, and mutual respect.

Almost all parents, carers, and visitors at Wakoos are keen to work with the team and are supportive of the nursery. However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of Wakoos staff. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement, as appropriate, of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager or committee member who will take appropriate action or invoke the provisions of this policy. The overriding principle is, however, that all members of staff have the right to work or be at Wakoos without fear of aggression or abuse from parents.

The management team as well as the committee have a requirement to protect staff and the children from such aggression. The progress and well-being of the parent’s child(ren) will be fully considered. Actions taken against the parent will be reasonable and proportionate. The parent will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from the setting, robust review processes involving the Chair of Governors and then the governing body are in place to ensure fairness.

# Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

* Any kind of insult as an attempt to demean, embarrass or undermine
* Any kind of threat
* Raising of voice so as to be intimidating Learning, Growing and Achieving Excellence Together
* Physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures
* Use of foul or abusive language
* Any kind of physical abuse
* Allegations which turn out to be vexatious or malicious

# How Wakoos will deal with unacceptable behaviour

If a parent/carer/visitor behaves in an unacceptable way towards a member of staff, the management team or committee member will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

The management team will consider the following questions:

* What form did the abuse take?
* What evidence is there?
* What do witnesses say happened?
* Are there previous incidents to take into consideration?
* Do members of staff/students feel intimidated by the parent’s behaviour?
* Is there any evidence of provocation?
* How high is the assessed risk that this will be repeated or there will be retaliation at the settings action? (low, medium, high).

Staff/children subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the management team. Depending on the assessment of the risk of retaliation to witnesses or individuals, statements made by adults these may be made available to the parent if they request it.

## Step one – first encounter of unacceptable behaviour

To ensure the parent is clear about behaviour standards expected by Wakoos a letter should be written to the parent/carer from the management team or chair of the committee. This letter should contain a copy of this policy outlining what could happen next. The parent/carer will be invited to write to the Manger/chair of committee with his/her version of events within 10 working days. Depending on the parent’s response a meeting may then be held to discuss the situation and how this can be avoided in future.

## Step two – continuous unacceptable behaviour

A letter will be sent to the parent to arrange a meeting with the staff member, manager and chair of the committee. This would be to understand the situation and why there is continuous unacceptable behaviour. If necessary, the parent showing the unacceptable behaviour should be banned from the setting and other arrangements for dropping off and collecting the child should be made, for example the other parent, another family member or friend.

## Step three- consistent unacceptable behaviour

Wakoos will not stand for continuous unacceptable behaviour and a letter should be written addressed to the parent/carer informing them that their child’s place will be terminated unless their child is receiving free entitlement where they will only be allowed to attend those sessions.

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| Area | Human Resources |
| Policy or Procedural Guidelines Title | Parents Behaviour Policy |
| New or Existing Policy/Service? | New |
| Name and role of Reviewer | Kellie Ralph  Nursery Manager |
| Date | 21/09/2021 |